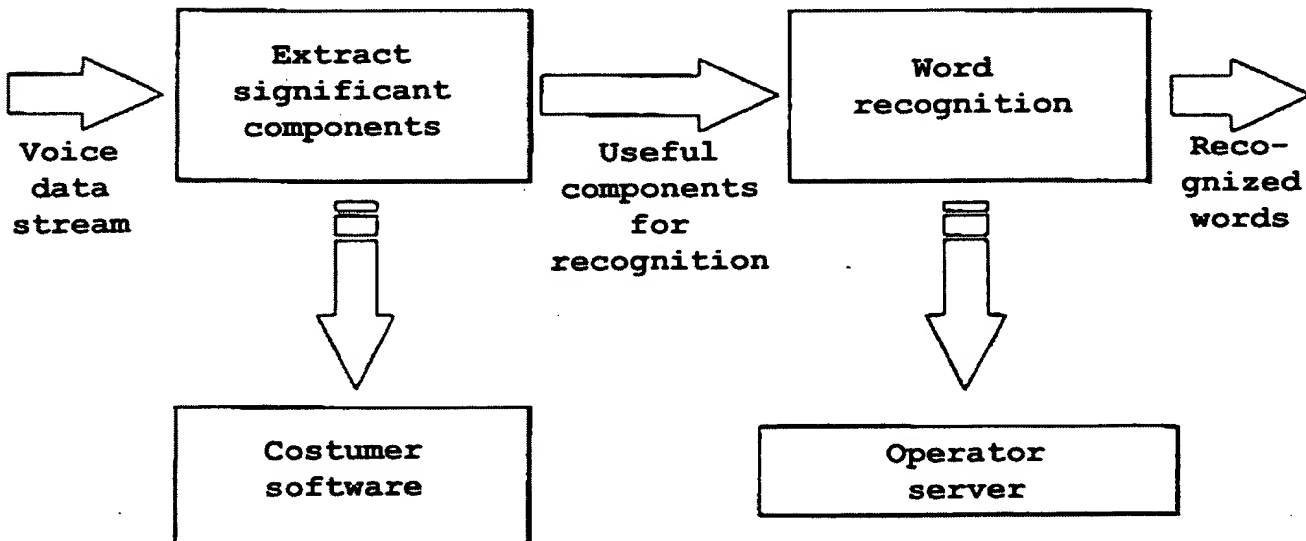


FIG. 3



Operator  
server 11

Company  
server 16

A

Connection request  
Call data (calling number, called number)

Read sound  
(welcome\_file, stopdigit=\*)

DTMF event  
("\*")

Read sound  
(Do\_you\_want\_to\_order\_file?)

Start\_Recognition  
(company vocabulary "yes, no")

Word\_Recognition  
("yes")

Read sound  
(how\_many\_parts\_file?)

Start\_Recognition  
(company vocabulary "1,2,3,4,5")

Word\_Recognition  
("3")

Stop\_Recognition

Voice synthesis  
("You have ordered three parts,  
you can hang up")

Disconnect user

FIG. 2

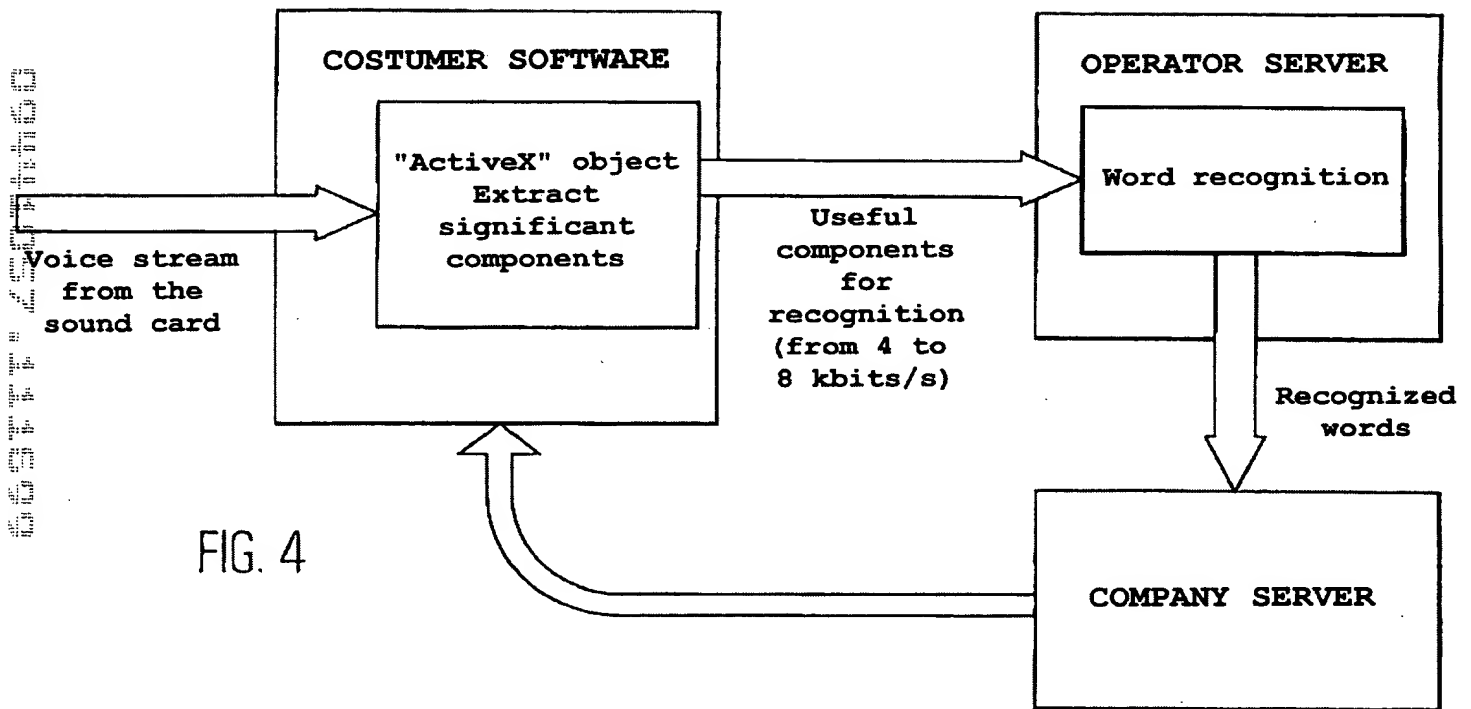


FIG. 4